

PUBLIC NOTICE

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

News Media Information (202) 418-0500
TTY (202) 418-2555
Fax-On-Demand (202) 418-2830
Internet: <http://www.fcc.gov>
<ftp.fcc.gov>

DA 02-910
April 19, 2002

COMMENTS SOUGHT ON PROPOSALS TO ESTABLISH A UNIFIED, STREAMLINED PROCESS FOR THE INTAKE AND RESOLUTION OF INFORMAL COMPLAINTS FILED BY CONSUMERS

CI Docket No. 02-32; CC Docket Nos. 94-93; 00-175

COMMENTS DUE: May 16, 2002

REPLY COMMENTS DUE: May 31, 2002

On February 28, 2002, the Commission released a Memorandum Opinion and Order and Notice of Proposed Rulemaking, which, among other things, seeks comment on proposals to establish a unified, streamlined process for the intake and resolution of informal complaints filed by consumers against entities regulated by the Commission. Through this Notice of Proposed Rulemaking, the Commission proposes to establish a consumer complaint mechanism patterned after the existing rules for informal complaints filed against common carriers pursuant to Section 208 of the Act contained in Sections 1.717-1.718 of the Commission's rules.¹ A summary of the Notice of Proposed Rulemaking is published in the Federal Register at 67 Fed. Reg. 18560 (April 16, 2002).

Pursuant to Sections 1.415 and 1.419 of the Commission's rules, 47 C.F.R. §§ 1.415, 1.419, interested parties may file comments on or before May 16, 2002, and reply comments on or before May 31, 2002. Comments may be filed using the Commission's Electronic Comment Filing System (ECFA) or by filing paper copies. See Electronic Filing of Documents in Rulemaking Proceedings, 63 Fed. Reg. 24121 (1998).

Comments filed through the ECFS can be sent as an electronic file via the Internet to <http://www.fcc.gov/e-file/ecfs.html>. Generally, only one copy of an electronic submission must be filed. If multiple docket or rulemaking numbers appear in the caption of this proceeding, however, commenters must transmit one electronic copy of the comments to each docket or rulemaking number referenced in the caption. In completing the transmittal screen, commenters should include their full name, U.S. Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic comment by Internet e-mail. To get filing instructions for e-mail comments, commenters should send an e-mail to ecfs@fcc.gov, and should include the following words in the body of the message, "get form <your e-mail address>." A sample form and directions will be sent in reply. Parties who choose to file by paper must file an original and four copies of each filing. If more than one docket or rulemaking numbers appear in the caption of this proceeding, commenters must submit two additional copies for each additional docket or rulemaking number. Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Vistrionix, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent

¹ See 47 C.F.R. §§ 1.716-1.718.

to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, S.W., Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

For further information on the item, please contact Lynn Remly, Consumer and Governmental Affairs Bureau, at (202) 418-2930.